



Your Preferred Provider Network

TEO FS-15

"Your Passport to Quality Health"

Fact Sheet

You can expect quality, cost effective, and accessible medical care through the TRICARE Europe Preferred Provider Network (PPN). Not only will host nation providers in our network help Prime patients file claims, Prime beneficiaries will usually not have to pay a dime upfront to receive care. We're proud of our PPN and we're confident that you will be satisfied with the care you receive.

PPN are fully qualified, quality medical providers. TRICARE Service Center staff members are available to help bridge cultural and language gaps. These personnel understand the local culture and clinical practice environment and can assist you in understanding your experience when referred for health care in your host nation.

What is the PPN?

The PPN is made up of thousands of host nation providers throughout Europe, Africa, and the Middle East who agree to see TRICARE Prime members when health care is unavailable through the military healthcare system.

How to Use the PPN

Simply contact your MTF for an appointment. If there is no space available at that time, your local TRICARE Service Center, in coordination with your Primary Care Manager (if you have one – TRICARE Standard beneficiaries do not), will work with you to refer you to a member of TRICARE Europe's Preferred Provider Network. If you are a TRICARE Prime member, you will always need to get a referral (authorization) before seeking care outside of the MTF.

What Can You Expect?

While some aspects of your experience in a host nation clinic or hospital may not be exactly the same as in the U.S., the providers in the TRICARE Europe

Ensuring Quality Care

TRICARE Europe continually monitors the quality of care provided by host nation providers in the PPN to ensure beneficiaries receive the best possible care. TRICARE Europe's quality monitoring program is based on the best network quality monitoring practices used by MTFs theater-wide. We constantly gather data about each provider in our PPN from patient surveys and other feedback tools. We use that data to make decisions about the future development of the PPN program.

This quality monitoring also helps us ensure that each member of our PPN continue to meet our expectations of care. If an MTF finds that a provider is not meeting these expectations, they have the option to discontinue the PPN agreement with that member. TRICARE Europe's PPN 'membership' agreements are reviewed for renewal on an ongoing, regular basis.

A Positive Experience

TRICARE Europe PPN providers consistently get excellent feedback through surveys and direct com-



ments. Patient feedback is overwhelmingly positive about the network providers and matches or exceeds overall satisfaction with providers in the Continental U.S. TRICARE Europe also surveys host nation providers to get feedback from them in terms of their relationship with TRICARE.

Customer Comment Cards

It is very important that beneficiaries complete patient customer comment cards to assist TRICARE Europe and the military MTF monitor quality of care. TRICARE Europe centrally collects patient feedback to look for trends and patterns that will help MTFs identify and best-use the highest quality providers.

Frequently Asked Questions

Q: During a contingency, should I just assume there is no room at the MTF and go straight to a host nation doctor? Do I need any sort of authorization?

A: You should contact your MTF for an appointment as you normally do. If there is no space available at that time, your servicing TRICARE Service Center, in coordination with your Primary Care Manager (if you have one), will work with you to refer you to a member of TRICARE Europe's Preferred Provider Network. If you are a TRICARE Prime member, you will always need to get a referral (authorization) before seeking care outside of the MTF. If you are not a Prime member, you should contact your servicing

MTF to see if there is currently space available to see you. The space available at your servicing MTF constantly changes. Of course, in a contingency operation (as well as during the lead-up to a possible contingency, or following a contingency operation) space availability may be more limited.

Q: What are the credentials of the PPN members? You say that PPN members provide

quality care, but this care isn't as good as what I could get in the U.S., right?

A: While the treatment you receive may not be exactly the same as what you would receive in the states, the members of our Preferred Provider Network are fully qualified, quality medical providers. TRICARE beneficiaries receive quality, cost effective, and accessible medical care through our Preferred Provider Network. We continually monitor the quality of care provided by host nation providers in our Preferred Provider Network.

Q: What if there is no provider available in the PPN and there's no room at the MTF (or a particular specialty is not offered at the MTF)? How do I get care then?

A: Fortunately, this is a very rare event. TRICARE Europe and local MTFs heavily monitor access standards and network provider adequacy. In a unique situation or in a contingency where (1) all of the PPN members in your area are booked with other patients, (2) your MTF is unavailable, and (3) you need immediate care, we will work with you to get the care that you need. Again, your local TSC is your first stop for all your health care concerns.

More Information

For more information, see www.europe.tricare.osd.mil/ppn or stop by your local TRICARE Service Center.